



Outpatient Handbook



James A. Haley Veterans' Hospital & Clinics

13000 Bruce B. Downs Blvd.

Tampa, FL 33612

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www.facebook.com/VATampa

Fall 2013

This handbook is also available at www.tampa.va.gov

Checklist for New Enrollees to VA Health Care

Welcome to VA Health Care! We want to make it easy for you to get started. Use this checklist to make sure you have all the information you need.

- ☐ Learn the name of your Primary Care PACT Team.
- ☐ Learn how to contact your Primary Care PACT Team.
- ☐ Learn how to make, change, or cancel appointments.
- ☐ Submit your past medical records to the Release of Information Office.
- ☐ Learn how to fill, refill, and renew prescriptions.
- ☐ Learn what to do in case of emergency.
- ☐ Learn where to get care after hours.
- ☐ Learn how to take an active role in your health care as a partner with your provider.
- ☐ Register for My HealtheVet to take full advantage of all its online features for Veterans. Go to www.myhealth.va.gov.
- ☐ Use “secure messaging” through My HealtheVet.
- ☐ After your appointment, ask a PACT team member at the check-out desk:
 - When your next appointment will be
 - If you need any lab work done before your next appointment
 - What you need to do between now and your next appointment
 - If you need to pick up any prescriptions
 - If your contact information is correct

This information is also available on our website at www.tampa.va.gov

Please see back of handbook for VA services, locations, and phone numbers.

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Approved by Patient/Family Health Education Committee #2013-24

Welcome



DEPARTMENT OF VETERANS AFFAIRS
James A. Haley Veterans' Hospital
13000 Bruce B. Downs Boulevard
Tampa, FL 33612

Dear Veteran,

Welcome to James A. Haley Veteran's Hospital and Clinics. We are happy to have this opportunity to meet your health care needs and to treat you as an individual and not just as a disease. Our goal is to provide patient-driven care that treats the whole person. We want to improve both your health *and* well-being in a safe, efficient and healing environment.

Our staff is committed to providing you 5-star primary to quaternary health care. At James A. Haley Veterans' Hospital and Clinics, we provide everything from basic health promotion and disease prevention programs to complex, long term care and services.

We have several locations to serve your needs. Our outpatient clinics in Brooksville, Lakeland, New Port Richey and Zephyrhills are designed to meet your basic ambulatory care needs in a location close to home. In 2014, we are opening a new Primary Care Annex located near the hospital that will also provide Dental Services and house a new Women's Clinic.

We have a wide range of ambulatory care and inpatient services at the main hospital campus. We have one of five VA Polytrauma units serving both Veterans and Active Duty Service Members with 18 accredited rehabilitation programs by the Commission on Accreditation of Rehabilitation Facility (CARF). We also have a world class 100-bed Spinal Cord Injury Center. Some of our other key programs include, Chiropractic Medicine, Cardiac Center of Excellence, Blind Rehabilitation, Neurosurgery, and Chronic Pain Rehabilitation.

We want you to be comfortable and confident with your health care. Please take the opportunity to provide feedback through comment cards, one of our patient advocates or directly to a member of our staff. I welcome any opportunity to improve the services we provide to our nation's heroes. Again, welcome and thank you for your service.

Sincerely,


Kathleen R. Fogarty
Director

Our Mission, Vision and Values

Mission

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

Vision

VHA will continue to be the benchmark of excellence and value in healthcare and benefits, by providing exemplary services that are both patient centered and evidence based. This care will be delivered by engaged collaborative teams in an integrated environment that supports learning, discovery, and continuous improvement. It will emphasize prevention and population health and contribute to the Nation's well-being through education, research, and service in National Emergencies.

Values

- **Trust:** Having a high degree of confidence in the honesty, integrity, reliability and sincere good intent of those with whom we work, of whose with whom we serve and the system of which we are a part.
- **Respect:** Honoring and holding in high regard the dignity and worth of our patients and their families, our co-workers and the system of which we are a part.
- **Excellence:** Being exceptionally good and of the highest quality, being the most competent and the finest in everything we do.
- **Compassion:** Demonstrating empathy and caring in all we say and do.
- **Commitment:** Meaningful engagement with co-workers, Veterans and families; a promise to work hard to do all we can in accordance with the highest principles and ethics governing the conduct of the health care profession and public service.

Your Rights and Responsibilities

Rights and Responsibilities of VA Patients

and Residents of Community Living Centers

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans and to the Nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient or resident of a community living center (CLC). Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the VA treatment team members who are providing your care or to a patient advocate if you have any questions or would like more information about your rights and responsibilities.

1. Nondiscrimination and Respect

- ☐ You will be treated with dignity, compassion, and respect as an individual. Consistent with Federal law, VA policy, and accreditation standards of The Joint Commission, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- ☐ You will receive care in a safe environment free from excess noise, and with sufficient light to ensure comfort and safety.
- ☐ You have a right to have access to the outdoors.
- ☐ We will seek to honor your cultural and personal values, beliefs, and preferences. We

ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.

- ☐ You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that VA is holding for you.
- ☐ We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.
- ☐ In the Community Living Center, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting, and only in rare cases, the use of chemical and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- ☐ In the Community Living Center, you may keep personal items and are expected to wear your own clothes. As an inpatient, you may wear your own clothes depending on your medical condition.
- ☐ You have the right to keep and use personal items as long as they are safe and legal.
- ☐ You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center or in the Community Living Center.
- ☐ You have the right to communicate freely and privately. You will have access to public telephones and VA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- ☐ When a loved one is involved in support and care of a VA patient or CLC resident, VA considers a patient or CLC resident's family to

include anyone related to the patient or CLC resident in any way (for example, biologically or legally) and anyone whom the patient or CLC resident considers to be family. If you are an inpatient, any persons you choose can be with you to support you during your stay. Medical staff may restrict visitors for inpatients if medical or safety concerns require it. You will be told promptly about any visitor restriction and the reason for it.

☐ In order to provide a safe treatment environment for all patients or CLC residents and staff, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

2. Information Disclosure and Confidentiality

☐ Your privacy will be protected.

☐ You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.

☐ You will receive information about the costs of your care (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.

☐ Your health record will be kept confidential. Information about you will not be released without your authorization unless permitted by law (an example of this is State public health reporting). You have the right to have access to or request a copy of your own health records.

☐ Please respect the privacy of other patients and CLC residents and do not reveal their health information that you may overhear or otherwise become aware of.

3. Participation in Treatment Decisions

☐ You have a right to express your preferences concerning future medical care in an advance directive, including designating a health care agent to make health care

decisions on your behalf when you can no longer do so.

☐ You, and any person(s) you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment in your preferred language. You will be given other options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care but you take responsibility for the impact this decision may have on your health.

☐ Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.

☐ You will be given, in writing, the name and title of the provider in charge of your care. You have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students and other trainees. Providers will properly introduce themselves when they take part in your care.

☐ You will be educated about your role and responsibilities as a patient or CLC resident. This includes your participation in decision making and care at the end of life.

☐ If you believe you cannot follow the treatment plan, you have a responsibility to tell your provider or treatment team.

☐ You will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.

☐ You have the right to have your pain assessed and to receive treatment to manage

your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

- ☐ As an inpatient or CLC resident, you will be provided any transportation necessary for your treatment plan.

- ☐ You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified.

Potential risks of the research will be identified and there will be no pressure on you to participate.

- ☐ You will be included in resolving any ethical issues about your care. If you have ethical issues or concerns, you may speak with the Medical Center's Ethics Consultation Service for help.

4. Concerns or Complaints

- ☐ You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.

- ☐ If you believe that you or your family member has been neglected, abused or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.

- ☐ If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the Joint Commission's Office of Quality Monitoring at 1-800-994-6610. If you believe that the organization has failed to address your

concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 1-800-488-8244 or email vaoighotline@VA.gov.

5. Additional Rights and Responsibilities of Community Living Center Residents

Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:

- ☐ Staff will knock on your bedroom door prior to entry.

- ☐ You have the right to receive care from the same staff member every day to the extent that consistent assignment is possible.

- ☐ You may have visitors at any time of the day or night provided visitors are respectful of you, your need for privacy and the privacy of others. You may refuse visitors at any time.

- ☐ You have a right to conjugal visits and you have a right to privacy during those visits.

- ☐ Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area and you will have access to those activities that contribute to meaningful use of time.

- ☐ In preparation for being discharged to your own home, you and or your care giver may be invited to participate in activities that prepare you to go home such as self-administration of medications and treatments.

- ☐ You and your care givers have a right to attend treatment planning meetings and participate in household or resident council.

Department of Veterans Affairs
January 2013

We Value Your Privacy, Please Help Us Protect It

What is HIPAA and how does it affect me?

HIPAA, the Health Insurance Portability & Accountability Act of 1996, gives you control over your medical records. The highlights include the following.

- We will tell you how we use your personal health information (Notice of Privacy Practices).
- You can review and request changes to your information.
- You have a choice to be included in the patient directory, if you are staying in the hospital.
- Staff members have access to only the information they need to know in order to do their jobs.
- We will inform you of the complaint process if you have concerns.

Providing us with your health insurance information will benefit you

When you provide your health insurance information we can submit medical claims to your insurance company for your non-service connected (NSC) visits.

Resolving Concerns and Complaints

Steps to Solve Your Concerns:

- Share your concern with a member of your Treatment Team.
- If your concern is not addressed to your satisfaction, a Supervisor or Customer Service Liaison will be contacted.
- If concern is still not resolved, a Section or Service Chief will be notified.
- The Patient Advocate is available to address concerns with the Patient, Family and appropriate staff if necessary.

Patient Advocates

James A. Haley Veterans' Hospital has on staff four highly-skilled Patient Advocates who are eager to help you with your concern in a timely manner. The Patient Advocates:

- Serve as liaisons between patients and the medical center Administration.
- Act on the patient's behalf.
- Help patients understand their rights and responsibilities.

The Joint Commission on Accreditation of Healthcare Organizations

The Joint Commission addresses all complaints that pertain to patient safety or quality of care issues within the scope of their standards. The Joint Commission encourages you to first bring your complaint to the attention of the health care organization's leaders. If this does not lead to resolution, you can bring your complaint to them for review. For information on how to contact The Joint Commission, please contact the office of the Patient Advocate (please see phone number in the back of this booklet).

Helpful Tips for Appointments

Questions about appointments

There are several ways to change or cancel your appointments:

- For primary care, call your PACT team directly (please see phone numbers in the back of this book).
- Send a secure message to your team using My HealthVet, at www.myhealth.va.gov
- Call the main hospital number, option 2 or the VA Connect phone number listed in the back of this book.

What should I bring with me to my appointments?

- All medical records, reports, labs and test results from another VA facility or from non-VA providers.
- Your health insurance card.
- Advance Directive (if not on file or if it has been changed).
- A list of questions you may have for your provider.
- A list of questions you may have for your pharmacist about medicine side effects and things you need to know when taking the medicine.
- Your home blood pressure or home blood sugar readings, if you have them.
- Two forms of identification, such as your VA ID card and your driver's license.
- A list of all allergies you think you might have (include medicines and food).
- An up-to-date **list** of all of your medicines, the doses, and how often you take them. Be sure to include:
 - Prescription medicines, including those prescribed by non-VA providers
 - Over-the-counter medicines
 - Vitamins, teas, herbal remedies, supplements, and other home remedies

Please remember to bring your health insurance card with you to ALL of your visits.

Receiving treatment at the Community Based Outpatient Clinics (CBOC)

We also have primary care clinics located in New Port Richey, Lakeland, Zephyrhills and Brooksville. Ask about receiving primary care at one of these clinics if you live nearby. Please be aware that services are limited, which may require you to come to the James A. Haley Veterans' Hospital in Tampa for specialty care. Please see phone list in the back for Primary Care Clinic phone numbers.

*All Primary Care Clinics are CLOSED on the following holidays:

New Year's Day
Martin Luther King, Jr. Day
Presidents' Day
Memorial Day
Independence Day

Labor Day
Columbus Day
Veterans Day
Thanksgiving
Christmas

Visit Reminders

When you arrive at the hospital or the clinic for your appointment, please:

- Check in at the front desk and remain in the waiting area until your name is called, as a courtesy to other Veterans.
- Please do not interrupt health care providers who are caring for other Veterans.
- Bring all of your completed forms with you.
- Please arrive 45 minutes early to allow time for parking and finding your way to the clinic. This will help us keep you on schedule.
- Check-in 30 minutes before your actual appointment time.
- **A Nurse Screening will be completed 30 minutes prior to all appointments.**
- If you are 20 minutes late for an appointment, your provider will work you into the schedule as time permits. We often have a full schedule, so if you are late, you are encouraged to re-schedule.
- **Please have lab work done prior to your appointment.** If you need to have lab work done the same day as your appointment, please come early. When lab tests are ordered, ask your provider how results will be shared with you and when you can expect to be notified. Please call your provider if you do not receive your lab results within 14 days.
- Ask your provider if an order has been submitted for future lab work.
- Follow all instructions given to you about your blood work or other tests. This may include preparing for tests by not eating or drinking overnight or by drinking special fluids. If you do not follow instructions, the test results may not be correct.
- If you are coming in for a blood pressure check, don't forget to take your blood pressure medicine before you leave home.
- **Don't be a no-show.** If you can't make it to your appointment, call to cancel it or send a secure message before the scheduled time. This may allow another Veteran to be seen.

In order to remain an active patient in primary care, you must be seen every 24 months by your primary care provider.

If you receive medicines from the VA, you must be seen every 12 months by the provider who prescribes the medicines.

Primary Care

What is PACT?

PACT is Patient Aligned Care Team. PACT is team-based care with you at the center. The PACT team will be in charge of your outpatient medical care.

James A. Haley Veterans' Hospital wants you to have the right care at the right time. Care in the right place by the right people. We have programs to help you improve your health. Your PACT team wants you to become active in your care and is here to help you make and achieve your health and wellness goals.



We use Advanced Clinic Access Guidelines to improve clinic appointment availability. When you are due for an appointment with your PCP, you will receive a post card in the mail asking you to call the hospital and schedule an appointment at a time convenient for you.

If you feel that you have an urgent need, please call your PACT team (please see phone number in the back of this book) and we will assist you. In case of an emergency, please call 911 or visit the nearest Emergency Department.

For non-urgent needs, please use secure messaging to communicate with your Teamlet.

Can I get primary care here and also see a private doctor?

Yes, but it is easier if you get all your health care within one system. If you do see a private care provider, bring copies of your private health records *each time* you have an appointment at the hospital or clinic. Make sure your non-VA care provider gets copies of your VA treatment records as well, which can be obtained from the Release of Information (ROI) office. For your convenience, you can also record, track and store your private health information at www.myhealth.va.gov. This will give you secure access to your health information anywhere and anytime.

Will the VA pay for care I receive from a non-VA provider?

Yes, but only if:

- The services you need are not available in VA and outside care has been approved by the VA
- The services are available in VA, but at a great distance from your home.

Please Note: Services provided by community vendors at VA expense must meet the VA's quality standards and must be approved in advance.

What if I am traveling outside of my home VA?

Once you are enrolled in VA health care, you are eligible for care at any VA facility. We encourage you to receive the majority of your care through your preferred facility and your primary care provider. If you are traveling outside of your home VA, any needs that arise can be taken care of through the Fast Track clinic. When you plan extended travel outside of your usual VA care area, please give your primary care clinic and pharmacy:

1. A temporary address and phone number
2. The date you expect to leave and the expected date of return

Routine prescription refills can be sent to your temporary address and will arrive within 14 days.

Your PACT Team

Your PACT team works together to provide you with the best possible care. Your primary PACT team members are:

- **You – the Veteran**
- **Primary Care Physician (PCP)**
- **Registered Nurse (RN)**
- **Licensed Practical Nurse (LPN)**
- **Health Administration Services (HAS) Clerk** – The HAS clerk assists with appointment management and answering general questions.



To see any of the following specialists, please ask a primary PACT team member:

- **Clinical Pharmacist** – A clinical pharmacist is available to meet with you and discuss medication management for chronic conditions, such as high blood pressure and diabetes, provide medication counseling, drug information, evaluate lab orders, and design and redesign therapy goals. The pharmacist also provides recommendations and patient education in a wide variety of areas, such as proper administration of insulin and correct use of self-monitoring devices such as glucometers or home blood pressure machines.
- **Social Worker** – A social worker is available to help you and your family with the stresses that often arise during an illness. A Social worker can help with:
 - Emotional Support or Counseling
 - Financial Assistance
 - Legal Services Referrals
 - Referrals to Housing, Vocational Rehabilitation Services, VA/Community Resources, Support Groups, and Drug and Alcohol Assessment services
 - Advance Directive, which consists of a Living Will and Durable Power of Attorney, and allows your health care surrogate to make health care decisions on your behalf, when you are unable to do so.
- **Mental Health professional** – A mental health professional is available to assist Veterans who need support through a mental health crisis as well as family and friends who are concerned about a loved one.
- **Dietitian** – A dietitian is available to help improve the quality of your diet. We understand the importance of good nutrition to your overall health, as it helps you feel better, keep up your strength and energy, and manage your weight. A dietitian is available on each primary care team for individual and group coaching.
- **Physical Therapist** - A physical therapist is available to help you with any problems you might be having with your neck, back, shoulders, knees, balance, strength, or walking. Physical therapists evaluate and treat many common conditions and injuries, such as: arthritis, overuse, sprains and strains, fractures, osteoporosis, after surgery, problems after a stroke or heart attack, obesity, and many other conditions. After a thorough examination, they work with you to develop a personalized plan of care to help you move, reduce pain, restore function, and prevent disability. They may assess your need for an assistive device that could help you be safer with walking and daily living. They can also help you prevent loss of mobility by developing a fitness and wellness program tailored to your specific needs.

You will also have the opportunity to participate in group medical appointments.

Health Administration Service

Enrollment and Eligibility

Information obtained by the Enrollment and Eligibility department is required to establish Veteran's eligibility for VA health care. When presenting for Eligibility it is important to provide the intake staff with accurate demographic, insurance, income, and any other military data that will assist in your eligibility determination. Reported income is used by VA to determine if co-payments will be charged for visits or medicines and presenting insurance may assist in defraying costs for non-service connected care.



Kiosks will be installed soon to help with the check-in process.

Some Veterans may qualify for cost-free health care services. To determine eligibility, Veterans are required to complete an annual financial assessment (Means Test). A financial assessment is a mechanism for identifying a Veteran's ability to defray VA medical care costs, co-pay determination, and eligibility for beneficiary travel. This is calculated by assessing the Veteran's previous calendar year's gross household income plus net worth, not including VA allowable deductible expenses.

- Veterans NSC and 0% non-compensable complete a Means Test.
- Priority Group 8c and 8a do not complete a yearly Means Test
- Veterans 10% to 40% SC complete a co-payment exemption test.
- Veterans 50% SC and above do not complete a financial assessment.
- Veterans enrolled in Priority Groups 5, 6, 7 are required to complete and submit VA Form 10-10EZR, Health Benefits Renewal annually.

Recent combat Veterans (e.g. OEF/OIF) are eligible for enrollment without disclosing their financial information; however, they can provide the information to establish their eligibility for travel reimbursement, cost-free medication and/or medical care for services unrelated to military experience. The financial assessment may be delayed when emergent or urgent care is necessary, but should be completed as soon as medically feasible.

A Veteran's financial assessment is valid for 365 days, and enrollment renewal is required on the anniversary date of the previous Means Test. Renewal may occur before the anniversary date if the renewal is completed in a new calendar year. If the new assessment benefits the Veteran, the new assessment date becomes the effective date; if the new assessment does not benefit the Veteran, the anniversary date remains the same. Veterans who are exempt from financial assessment are automatically re-enrolled at the end of their annual enrollment period, unless they submit a document stating that they no longer wish to be enrolled. These include Veterans enrolled in Priority Groups 1-4.

Staff members maintain current information on a Veteran's demographic, insurance, and financial information to ensure that the medical center receives the proper reimbursement from co-pays and billable insurance. For more up-to-date information on eligibility, enrollment and VA health care benefits, visit www.va.gov/healtheligibility/library/pubs/healthcareoverview or contact the Enrollment Center (phone number in the back of this book) for a copy of the *Department of Veterans Affairs Health Care Overview* booklet.

Women's Health Care

Women Veterans Comprehensive Health Services provides a one-stop shop for all your health care needs. Our PACT Teamlets focus on the total health of women Veterans, including wellness education, preventive health treatment, disease management, and the emotional well-being. Our goal is to offer women Veterans quality health care in a caring and thorough manner throughout the entire life span. Our health care services include:



- History and physical, including pelvic exam and breast exam
- Menopause treatment, including hormonal therapy if appropriate
- Family planning and contraceptive care
- Infertility evaluation and referrals
- Maternity care referrals
- Assessment for heart disease, high blood pressure and stroke risk
- Tobacco use cessation counseling
- Sexual trauma referrals
- Flu and other vaccines
- Social work referrals
- Prosthetics referrals of all types
 - Includes breast pump and nursing bras during pregnancy and lactation
- Medication therapy education
- Screening for:
 - High blood pressure
 - Breast cancer or fibrocystic disease – mammograms
 - Cervical cancer – pap test
 - Colorectal cancer
 - Osteoporosis
 - High cholesterol
 - Sexually transmitted diseases (STD)
 - Diabetes
 - Nutrition and dietary needs
 - Psychosocial issues that impact your health
- Referrals for other services as needed
 - Maternity care by civilian OB providers

Please note: All women Veterans have the option of receiving care through either the Women's Primary Care Clinic, or any other Primary Care team.

OEF/OIF/OND

The Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), Operation New Dawn (OND) orientation was designed to provide specialized assistance and a seamless transition for Combat Veterans who have served in designated hostile fire or imminent danger zones and their families. At the orientation meeting Combat Veterans will receive a full evaluation to identify any medical needs before services can be started. Combat Veterans will receive a physical exam (including laboratory work-up) and meet with a mental health provider and a social worker. The OEF / OIF / OND post deployment orientation process aims to identify the needs of Combat Veterans. The goal is to provide timely care so that Combat Veterans receive the services to which they are entitled. **Be sure to visit My HealthVet at www.myhealth.va.gov where many of your health needs can be taken care of online.**

Post Deployment Clinic

During the initial visit, Veterans receive the following screens:

- OEF / OIF / OND Post Deployment Screen
- Traumatic Brain Injury (TBI) Screen*
- Post-Traumatic Stress Disorder (PTSD) Screen
- Depression Screen
- Substance Abuse Screen
- Chronic illness screen
- Infectious Disease Screen

Following an evaluation at the Post Deployment Clinic, you will be assigned to a primary care team. If a screen is positive, referrals to specialty programs or clinics are made.

***TBI Positive Screens receive a full evaluation by a psychiatrist. Services may include:**

- Rehabilitation Nursing Care
- Physical Therapy
- Occupational Therapy
- Speech-Language Pathology
- Kinesiotherapy
- Neuropsychology
- Therapeutic Recreation
- Vocational Rehabilitation

Social Service Evaluations

- Family dynamics
- Vocational rehabilitation needs
- Work adjustment counseling (this program offers a wide range of services)
- CWT (Compensated Work Therapy) programs

Women Combat Veterans are evaluated by the Women's Clinic for management of their future ambulatory care needs.

OEF/OIF/OND Transition Clinic

- This clinic provides transition assistance to active duty service members and Veterans who are referred to James A. Haley from a military treatment facility, demobilization events, TAPS, or other outreach events.
- Services provided include:
 - Assistance with enrollment into VHA healthcare
 - Benefit assistance
 - Case management screening and assistance

Pharmacy / Prescriptions



The VA provides a generous pharmacy benefits program to Veterans under VA care. The pharmacy fills prescriptions for medicines **ordered by providers from the James A. Haley VA Outpatient Clinic only**. Prescriptions for medicines written by any other outside providers should be discussed with your VA provider to see if they are appropriate.

To **Fill** your new prescriptions you may:

- Call Pharmacy using one of the **black wall phones** located near your clinic immediately after your appointment
- Speak with a pharmacist at the Outpatient Pharmacy located one block south of the main hospital at 12210 Bruce B. Downs Blvd.
- Call 813-972-2000, Ext. 6767, 7829, 6422, or 6423 to speak with a pharmacist

To **Refill** your prescriptions you may:

- Submit your request on-line at **www.myhealth.va.gov**, through My HealtheVet
- Call AudioCare at 813-903-4885 or 1-888-281-5463 with your prescription number
- Drop off your refill slip at the hospital
- Mail your request to the James A. Haley VA Hospital Pharmacy, 13000 Bruce B. Downs Blvd. Tampa, FL 33612

To **Renew** your prescriptions you may:

- Send a Secure Message to your primary care doctor through MyHealtheVet
- Speak with a Pharmacy Technician by calling 813-972-7630
- Call 1-877-741-3400 during weekends, holidays, and after hours

To **Pick-up** your prescriptions you may:

- Wait for your prescriptions to be filled if it is needed the same day. Waiting time is usually 1 to 1 ½ hours after speaking with a pharmacist
- Have your prescriptions mailed to you (usually takes 10 - 14 days to arrive)
- Return to the Pharmacy within the next **7 days** for pick-up
 - Come inside the Pharmacy or use the drive-up window
 - The Pharmacy Turn-in or Pick-up Window may not be used for refill pick-up

Please note: With the exception of the New Port Richey Outpatient Clinic, the Community-based Outpatient Clinics do not have pharmacy pick up. (Medicines are not shuttled to the community-based outpatient clinics for pick up).

Will I have a co-pay for my medicine(s)?

Depending on your eligibility, you may need to pay a co-payment for medicines. Contact the Eligibility Center to find out if you qualify for financial assistance.

**A map of the Outpatient Pharmacy location can be found in the back of the booklet*

Emergency Care

If you believe that you have a life-threatening problem, please go to the nearest Emergency Department or dial 9-1-1.



Examples of life threatening problems include:

- Trouble breathing
- Chest pain
- Allergic reactions
- Eye injury
- Broken bone
- Extreme discomfort or pain
- Uncontrolled bleeding

Call 911 if you have:

- Sudden numbness or weakness of the face, arm, or leg, especially on one side of the body.
- Sudden confusion, trouble speaking or understanding.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden severe headache without a reason.

If you have experienced any of these symptoms, you may have had a stroke or a mini-stroke.

Please expect longer wait times for non-emergency needs. For non-emergency needs, you are encouraged to see your PCP.

The JAHVH Emergency Department (ED) is open 24 hours a day, 7 days a week. You do not need a referral to receive care in the ED. Patients are seen in the ED based on severity of symptoms, not on a first come first serve basis. Please be prepared if you are admitted. Let family or friends know they may need to take care of a pet, and secure your residence in case you are hospitalized overnight.

Non-VA Emergency Care

At some time in your life, you may need emergency care. When it is not possible for you to go to a VA Medical Center, you should go to the nearest hospital that has an emergency room. If you are in an ambulance, the paramedics will usually take you to the closest emergency room.

What is an emergency?

A medical emergency is an injury or illness that is so severe that without immediate treatment, it threatens your life or health.

How do I know my situation is an emergency?

Your situation is an emergency if you believe your life or health is in danger.

If I believe my life or health is in danger, do I need to call the VA before I call for an ambulance or go to an emergency room?

No. Call 911 or go to the nearest emergency room right away.

When should I contact the VA regarding an emergency room visit?

You, your family, friends or hospital staff should contact the nearest VA medical center **within 72 hours** of your emergency, so you are better aware of what services VA may or may not cover. Provide VA with information about your emergency and what services are being provided to you. Ask VA for guidance on what emergency charges may or may not be covered so you can plan accordingly.

If the doctor then wants to admit me to the hospital, must I obtain advance approval from the VA?

- If the admission is an emergency – **NO**, although prompt notification of the VA is necessary.
- If the admission is not an emergency – **YES**.

If a VA bed is available and I can be safely transferred, do I have to move to the VA hospital?

YES. If you want VA to continue to pay for your care. If you refuse to be transferred, VA will not pay for any further care.

If I am admitted to the hospital as a result of an emergency, how much will VA pay?

This depends on your VA eligibility. VA may pay all, some, or none of the charges.

For service-connected conditions, here are some of the criteria that must be met:

1. Care or services were provided in a medical emergency, and
2. VA or another federal facility were not feasibly available, and
3. VA was notified within 72 hours of admission.
4. Ask your local VA Medical Center's Non-VA (Fee) Care Office for further eligibility guidance.

For non-service-connected conditions, here are some of the criteria that must be met:

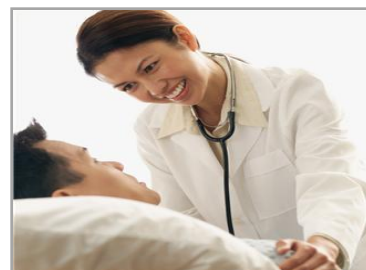
1. Veteran is enrolled in the VA Health Care System, and
2. Veteran has received health care services from VA within the previous 24 months, and
3. Veteran has no other health insurance coverage.
4. Ask your local VA Medical Center's Non-VA (Fee) Care Office for further eligibility guidance.

For more information on Non-VA Emergency Care, visit <http://www.nonvacare.va.gov> or www.tampa.va.gov/patients/emergency-care.asp

If You Are Admitted to the Hospital

Bring These Items

- Your personal grooming items and slippers
- Your inhaler or nitroglycerin
- A **list** of all medicines and supplements you are currently taking



Leave These Items at Home

- Pajamas and/or a bathrobe
- All equipment you need during your stay (wheelchairs, canes, walkers, etc.) unless you have been told to bring them.
- Medicines – only bring a **list** of your medications. Leave medication bottles at home.
- Your car – cars left in hospital parking lot for more than 48 hours may be towed away, unless the VA Police are notified.
- Other valuables. The hospital cannot be responsible for any personal items you keep with you, including money. If you lose something while you are here, please file a report with the hospital police.

Going Home

- Make sure you get written instructions for your self-care at home and that you understand all the information you are provided with.
- Pick up any money or valuables left with the Admissions Clerk or the Patient Funds Clerk.
- Return all hospital property, such as wheelchairs and other equipment. They may not be taken home unless you have been given permission to do so.
- Sign a release of information if you want information sent to your private health care provider.
- Double-check your follow-up appointments for date and time. They are usually scheduled within four weeks of your discharge.

Please Note: If you are receiving primary care services at James A. Haley Veterans' Hospital, you will receive a follow-up phone call **within 48 hours** of discharge.

For Your Safety



Safety is everyone's business

We strive to create a safe and caring setting for our Veterans and their families. If you or your family see or hear something that does not seem right, please alert a staff member. We will be happy to check it out for you.

Know your medicines

Keep an up-to-date list of all of your medicines, the doses, and how often you take them. Ask your pharmacist about medicine side effects and other important information you need to know when taking the medicine.

Follow directions during fire and disaster drills

Each facility has practice fire and disaster drills. If you hear the emergency bells, stay calm and follow the directions given to you by the staff members in your area.

Help stop the spread of germs that cause illness

- Avoid close contact with people who are sick.
- Cover your mouth and nose when coughing or sneezing.
- Wash your hands before touching your eyes, nose, or mouth and when you are sick or caring for someone who is sick.
- Take a bath or shower daily using soap to kill germs that live on the skin.
- Ask your care providers when they last washed their hands.

A Few Simple Rules to Live by:

- Drugs, alcohol, knives and other dangerous weapons, ammunition or hazardous materials such as flammable liquids are not permitted.
- Use of audio and/or video recording devices in or on the grounds of the facilities is forbidden without the consent of all parties involved.
- No electrical or battery-powered devices (tape recorders, personal TVs, etc.) are permitted in patients' rooms. Exceptions can be made by the Nurse Manager.
- Please ask permission to use mobile phones as they can interfere with electrical health care equipment.
- Everyone entering buildings on the facilities' grounds may be subject to inspection of all packages, luggage, and containers in their possession.
- To help prevent accidents and falls:
 - Please be aware of your surroundings – watch for yellow caution signs
 - Open doors slowly and go around corners slowly.
 - Drive scooter or power wheel chairs at walking speed.

Smoking

- Smoking is allowed **only** in well-marked outside areas.
- Smoking is not allowed inside any VA buildings.
- There are several places on the hospital grounds where flammable gases and other combustible materials are kept. ***Smoking in places other than the marked smoking areas puts you and others in danger.***
- Many of your fellow Veterans need supplemental oxygen and oxygen tanks to breathe. ***Smoking around people on oxygen is extremely dangerous.***
- Ask your PACT team for resources to help quit smoking.

Specialty Clinics

Specialty Clinics (1CN & 1CW)

The Specialty Clinics located on 1CN and 1CW (first floor of the main hospital), provide health care for patients with unique needs. Specialty Clinic appointments are made based on a referral by your Primary Care Provider or another specialty provider. Specialty Clinics are supported by trained health care professionals to provide the best quality of care to meet your needs. Specialty clinic health care providers will share findings with your PACT team.



The following specialty services are available by referral:

- Allergy
- Colorectal Surgery
- Congestive Heart Failure
- Diabetes
- Endocrinology
- Gastroenterology
- General Surgery
- Hand Clinic
- Hematology
- Infectious Disease
- Intravenous Infusion
- Neurology
- Neurosurgery
- Nursing Intervention
- Oncology
- Organ Transplant
- Orthopedics
- Plastic Surgery
- Pulmonary
- Renal
- Rheumatology
- Thoracic Surgery
- Urology
- Vascular Surgery
- Wound Management

There are many other specialty services provided at JAHVH that are not listed because they are not located on 1CN or 1CW. Your Primary Care Team can assist you if additional specialty services are needed.

Veterans Crisis Line

Support is available 24/7

If you or someone you know is in emotional crisis, **PLEASE** call the Veterans Crisis Line

1-800-273-TALK (8255)

Press 1 for Veterans. Someone who can help you will answer right away.

Veterans Crisis Text is available by texting 838255

You can also chat anonymously with a counselor in real time, online at:
www.suicidepreventionlifeline.org/veterans.

Who should call?

- Anyone needing support through a mental health crisis
- Family and friends who are concerned about a loved one
- Anyone interested in mental health treatment and service referrals

Reasons to call:

- Experiencing any mental health crisis
- Hopelessness
- Suicidal thoughts
- Relationship problems
- Economic problems
- Substance abuse / addiction
- Experiencing nightmares or flashbacks
- Physical illness and chronic pain
- Information on mental health / illness
- Abuse / violence
- Sexual orientation issues
- To help a friend or a loved one



Ways you can get help:

- Contact the Crisis Line and ask for a referral to your VA
- Go to your local VA Mental Health Clinic
- Go to the nearest Emergency Department
- Go to the VA Emergency Department
- Call 911

For more information about suicide prevention please contact our Suicide Prevention Coordinator, Dr. Laura Elder at (813) 972-2000 Ext. 5140

Immunizations

Each year thousands of adults in the U.S. suffer serious health problems, are hospitalized, and even die due to disease for which vaccines are available. Vaccines are one of the safest ways to protect your health. The Centers for Disease Control and Prevention (CDC) recommend the following immunizations for adults. Ask your care providers if they received their yearly flu shots.



Seasonal Flu

The single best way to protect against the flu is to get vaccinated each year. Adults aged 50 years and older should get a flu vaccine yearly. The flu vaccine can reduce the risk of flu illness by about 60% among the overall population. The “flu season” in the United States can begin as early as October and last as late as May. Talk to your primary care provider if you have any questions regarding which flu vaccine options are best for you.

Pneumonia

Pneumonia is an infection of the lungs that can cause mild to severe illness in people of all ages. Adults, especially those older than 65, should get this shot every five years. It is also recommended for use in adults 19 through 64 years of age who smoke cigarettes or who have asthma.

Diphtheria, Tetanus, and Pertussis (Whooping Cough)

All adults should get a booster dose of Td every 10 years. Td protects against tetanus and diphtheria, a bacterial infection that enters the body through cuts or wounds. Adults who are 19 through 64 years of age are recommended to get the single dose of Tdap in place of the Td booster shot. The Tdap vaccine also protects against Pertussis, commonly known as “whooping cough.” Ask your healthcare provider for more information.

Hepatitis

There is a safe and effective vaccine for Hepatitis A and Hepatitis B that protects you against liver diseases. Hepatitis A can be spread by people, drinking water or eating shellfish infected with the virus. If you eat shellfish or if you are an older adult traveling abroad, it is recommended that you get a Hepatitis A vaccine. All unvaccinated adults at risk for Hepatitis B infection should be vaccinated. This includes people who had blood transfusions, had direct contact with the blood of an infected person, received a tattoo or acupuncture with contaminated instruments, and/or shared personal items (such as toothbrushes, razors, and nail clippers) with an infected person. People under 60 years of age with diabetes and people with chronic liver or kidney disease should also get the Hepatitis B vaccine.

Shingles

Shingles usually starts as a painful rash. Individuals who have had chickenpox are at risk of developing shingles. A single dose of shingles vaccine is recommended for adults 60 years of age and older.

For more information, visit www.cdc.gov.

Health Information & Resources

It is important for you to understand your health condition, how to keep your health at its best, and how to prevent future problems. The hospital offers many resources to help you learn about your health.

You can get information in many ways:



- **Ask questions** of your health care providers and make sure you understand the answers.

Ask your health care provider these three questions:

What is my problem?

What do I need to do?

Why is it important for me to do this?

- **Attend Patient Education Classes** offered at the hospital or clinics. Ask your PACT team about these classes and support groups.

Here is a partial listing of *classes* taught by trained staff:

- | | |
|--------------------------------|--|
| ○ Cardiac Rehabilitation | ○ Weight Control and the MOVE! Program |
| ○ Diabetes | ○ Chronic Pain Management |
| ○ Nutrition | ○ Tinnitus |
| ○ Smoking Cessation | ○ Back Classes |
| ○ Spinal Cord Injury Education | |

Here is a partial listing of *therapy and support groups* led by trained staff:

- | | |
|---------------------------|-------------------|
| ○ Alcoholics Anonymous | ○ Diabetes |
| ○ Amputee Support Team | ○ PTSD |
| ○ Caregiver Support Group | ○ Women's Support |

- **Visit the Patients' Library** to find health information books, videos, magazines, and computer programs. The Library is open to Veterans and visitors. Access to the Internet is also provided to patients and family members. Librarians are available to offer assistance, or to do the searches for the patrons. Computer use is limited to 30 minute sessions.
- **Use My HealtheVet** at www.myhealth.va.gov. My HealtheVet is the VA's web-based Personal Health Record. It was designed for Veterans, active duty Service members, their dependents and caregivers. My HealtheVet helps you partner with your health care team. It provides you opportunities and tools to make informed decisions.

Create a My HealtheVet account to:

- | | |
|--|--|
| ○ Refill prescriptions | ○ Read parts of your medical record |
| ○ Send secure messages to your PACT team | ○ Track your weight, blood pressure, food record, and more |
| ○ View VA appointments | ○ Find reliable health information |

- **Visit the Veterans Health Library** at www.veteranshealthlibrary.org. The VHL offers Veterans, family members, and caregivers 24/7 access to thorough, Veteran-focused health information. The Library is a one-stop source for health information to help you stay well and well-informed. There are over 1,500 health sheets, over 150 videos, Go-to-Guides, and Flipbooks - many in both English and Spanish—all available to Veterans, their family members, and the public, no matter where the Veteran receives care.

9 Healthy Living Messages

Your PACT team members want you to be as healthy as you can be. Good management in these 9 areas can help you achieve this goal. For more information about any of these topics, ask a PACT team member or contact the Health Promotion/Disease Prevention Coordinator or the Health Behavior Coordinator.

Be Involved in Your Health Care – speak up and ask questions

Be Tobacco Free – ask about our smoking cessation options

Eat Wisely – ask to see a dietitian

Be Physically Active – aim for at least 2½ hours of moderate-intensity aerobic activity each week

Strive for a Healthy Weight – ask about our MOVE! program

Limit Alcohol – ask about treatment options if limiting alcohol is a problem

Get Recommended Screening Tests and Immunizations – ask which screening tests and immunizations are recommended for you

Manage Stress – learn about ways to help you manage and reduce your stress

Be Safe – Find out how to prevent sexually transmitted infections, falls, and motor vehicle crashes. Take action to protect yourself and those you love from harm. Share with your provider any concerns you have about driving.

For more information, visit <http://www.prevention.va.gov>

Home TeleHealth

Home TeleHealth (HT) is a program that uses simple technologies to facilitate access to care and improve the health of Veterans with chronic medical or Mental Health conditions. Daily symptoms are managed by your Care Coordinator to help improve your quality of life and prevent unnecessary hospital admissions. The goal of the program is to help you have more control and to allow control in self-managing your health so you remain healthy at home. To enroll, contact your PACT team or the Home TeleHealth office (please see phone number in the back of this book).

Disaster Plan

The Hospital has a plan to deal with natural or manmade disasters including hurricanes and terrorist attacks. The plan includes contact with county, state and federal disaster preparedness officials and groups. The hospital works closely with the Hillsborough County Emergency Operations Center. This plan is reviewed frequently, especially during hurricane season.

When we start or activate the plan, we will take some actions that may involve you.

- We cancel all non-urgent outpatient clinics to help keep you safe at home.
- We cancel all elective (chosen at the patient's request) surgery cases.
- We admit patients who are dependent on electrical power to maintain their health or life.
- We schedule dialysis patients either sooner or later than their usual time.
- We make as many hospital beds as possible available for disaster victims. If you are a patient in the hospital and are well enough to go home, we may discharge you early.

Once the Disaster Plan starts it will remain active until the danger has passed. Normal hospital functions will resume as soon as possible. We will reschedule any cancelled appointments or surgeries.

To stay informed during a disaster, please visit our web page (www.tampa.va.gov), and stay tuned to the local news, radio, or newspaper. Contact your county's emergency service for any details specific to your residence.

Prepare an emergency disaster supply kit:

- Personal items including medicines.
- Copies of picture ID, VA medical cards, list of medications, passport, bank account numbers, insurance policies, birth and marriage certificates, and proof of residence (i.e. utility bill). Place in a waterproof bag or container.
- Battery-powered radio and extra batteries.
- Cell phone and car charger.
- Flashlight and whistle.
- Water (1 gallon per person, per day). Keep a 3 day supply.
- Food (canned, no-cook, packaged snacks) and a can opener.
- Cash, including quarters for telephone calls.

Parking

Please allow extra time when coming to appointments to find parking and the location of your appointment.

Visitor and Patient Parking*

Visitor and patient parking is clearly marked and located:

- Directly in front of the main hospital building in the Diamond Lot area.
- The South side of the hospital at the four-way stop on Richard Silver Way in the Pearl Lot area.
- In front of the Spinal Cord Injury Center, in the Emerald Lot area.



A parking garage is available on-site located on the South side of Richard Silver Way, just past the 4-way stop. Elevator access to all floors. Patients and visitors may park on Level 1 and Level 2 as well as half of Level 3. There are designated spaces for patient handicapped parking on Level 1. A tram stops in front of the pedestrian walk-way exit / entrance to provide rides to and from the hospital. The garage is designed for one way in and one way out that exits into the Pearl lot.

Valet Parking

Valet parking is available in front of the main hospital **Monday through Friday from 5:00 AM to 5:00 PM**, excluding holidays and weekends. From 5:00 PM to 8:00 PM, keys may be picked up at the front desk. After 8:00 PM, keys can be picked up at the Administrative Officer of the Day (AOD) desk near the Emergency Department. *Valet employees cannot accept tips.* The entrance to valet parking is via a right turn only, driving East, then through the gate on 131st Street.

Since parking is limited, please allow an extra 45 minutes in your scheduled plans.

Shuttle Service

Shuttle service is provided between the hospital and the VA Mental Health Clinic on N. 46th St.

There is one bus that has wheelchair access for transportation from bus stop #3 (Mental Health clinic) to bus stop #2 (under the USF elevated crosswalk). Hours are **Monday through Friday from 7:00 AM to 5:00 PM**. See attached map of the hospital for the designated handicapped parking areas.

The handicapped-accessible outpatient shuttle bus leaves the Main Hospital from stop #2. It makes stops at Pharmacy, Dermatology, Eye Clinic, Compensation and Pension, Audiology, Physical Therapy and returns to the Main Hospital. The trip lasts about one hour.

Shuttle service is not available on weekends and Federal holidays.

**Map of hospital parking areas can be found in the back of the booklet.*

Gift Policy

Please do not give gifts or money to any of our employees or volunteers. Our staff works hard to make sure that your care is the best. It is our pleasure to go above and beyond to meet your needs. If desired, the best way to show your appreciation is through a simple **Thank You**. Instead of gifts, you may consider writing a letter to the hospital director, making a donation to a Veterans' organization through our Voluntary Service, or nominate an employee or volunteer for a gold star. Gold Star Nomination forms are located in nomination boxes located throughout the hospital and outpatient clinics.

Burial Benefits

Burial benefits available include a gravesite in any of our 131 national cemeteries with available space, opening and closing of the grave, and perpetual care, at no cost to the family. Cremated remains are buried or inurned in national cemeteries in the same manner and with the same honors as casketed remains.

Burial benefits available for spouses and dependents include burial with the Veteran, and perpetual care, at no cost to the family. Eligible spouses and dependents may be buried, even if they predecease the Veteran. You should advise your family of your wishes and where your discharge papers are kept. These papers are very important in establishing your eligibility. You may wish to make pre-need arrangements with a funeral home.

For additional information, visit http://www.cem.va.gov/burial_benefits/index.asp

Organ Donations

Thousands of people need organ transplants. The need for donated organs is far greater than the number of organs donated. Please consider becoming an organ donor. There is no cost to you or your family if you become an organ donor.

If you wish to become an organ donor:

- Make your wishes known in an Advance Directives Statement.
- Tell your closest relative or legal guardian.
- List yourself as a donor on your driver's license.

VA Services, Locations & Phone Numbers

Below is a list of some of the most often used services available to you and your family

Service	Description and Hours of Operation	Phone Number
Appointments/Scheduling VA CONNECT (24/7) For a list of Primary Care Clinic phone numbers, please see pg. 30	To <u>schedule</u> or <u>cancel</u> an appointment... Monday – Friday: 7:30 AM - 11:00 PM Scheduling line.....	(813) 903-3600, Option 2 (888) 811-0107, Option 2 (813) 903-3650 (866) 737-6842
AudioCare	To <u>cancel</u> an existing appointment.....	(888) 281-5463
Spinal Cord Injury (SCI)	Monday – Friday: 8:00 AM - 4:30 PM	(813) 972-7670
Audiology Hearing Aids 14020 N 46 th Street (Off of Fletcher & N. 46 th St.)	Walk-In Hours: Monday, Wednesday, Thursday, Friday: 7:30 AM - 11:30 AM 1:00 PM - 2:30 PM Tuesday: 9:00 AM - 11:30 AM 1:00 PM - 2:30 PM Appointment Hours: Monday – Friday: 7:00 AM - 4:00 PM	(813) 972-7529
Business Office	Fee Basis: <ul style="list-style-type: none"> To notify VA of non-VA hospital admissions To submit a claim for consideration within 72 hours of visit to a non-VA emergency facility Monday – Friday: 8:00 AM - 12:00 PM 1:00 PM - 3:30 PM Billing: For questions about a VA bill	(813) 903-4275 (866) 972-8201 (866) 793-4591
Canteen Services Located on the 2 nd Floor	Patriot Store: Open 7 days a week Food Court/Patriot Cafe Monday – Friday Patriot Papa’s Pizza/Salad Shop Monday – Saturday Patriot Coffee House (1 st Floor) Monday – Friday	(813) 972-2000 Ext. 1643 (813) 972-2000 Ext. 6572 (813) 972-2000 Ext. 7092 (813) 972-2000 Ext. 5219
Caregiver Support Line	Monday – Friday: 8:00 AM - 11:00 PM Saturday: 10:30 AM - 6:00 PM	(855) 260-3274

Community-Based Outpatient VA Clinics (CBOC)	New Port Richey..... Brooksville..... Lakeland..... Zephyrhills.....	(727) 869-4100 (877) 353-1107 (352) 597-8287 (866) 716-8287 (863) 701-2470 (866) 838-4400 (813) 780-2550 (866) 730-2550
Compensation & Pension		(813) 972-2000 Ext. 7551 Ext. 7552
(VA) Crisis Line Available 24/7	For anyone needing support through a mental health crisis or for family and friends who are concerned about a loved one.	(800) 273-8255, Option 1
Dental Care 1 st Floor, Room 1D-147	Appointments required Monday – Friday: 7:00 AM - 4:30 PM Or visit http://www.va.gov/dental	(813) 972-7511
Disabled American Veterans (DAV) 2 nd Floor, Room 2A-240		(813) 972-2000 Ext. 6596 Ext. 6597
The Enrollment Center Main Lobby, Room 101-G	Enrollment and Eligibility Monday – Friday: 7:30 AM - 4:00 PM Means Test Monday – Friday: 7:00 AM - 4:00 PM	(813) 972-2000 Ext. 5902 Ext. 1710 (888) 716-7787, Option 4
(VA) Eye Clinic (Eyeglasses) 10770 N. 46th Street Building F	Provides corrective eyeglasses at no charge when prescribed by a VA or fee-basis ophthalmologist or optometrist. Eyeglasses can be repaired by walk-in. Monday – Friday: 8:30 AM - 5:00 PM	(813) 972-2000 Ext. 6301 Ext. 7574
Flu Hotline	Activated September through March	(888) 716-7787 Ext. 2400
Home Based Primary Care (HBPC)	Offered to patients who desire to remain living at home but need essential nursing care on a daily or weekly basis. A referral from your Primary Care Provider is required.	(813) 972-2000 Ext. 3611 Ext. 3612 Ext. 7546
SCI Home Care		(813) 972-2000 Ext. 7613
Home TeleHealth	Monday – Friday: 7:30 AM – 4:00 PM	(813) 558-7633
Information Desk	Main Lobby & Emergency Room entrance Monday – Friday: 8:00 AM - 4:00 PM	
James A. Haley Veterans' Hospital & Clinics	Main hospital phone number	(813) 972-2000 (888) 716-7787

Interpreter	Provides services for the language (non-English speaking) and hearing impaired. This service can be arranged prior to your appointment.	Ask your primary care team.
Laboratory (Outpatient Lab) 1A-114	For outpatient blood drawings. Monday – Friday: 6:00 AM - 5:00 PM Saturday: 7:00 AM – 12:00 PM	(813) 972-2000 Ext. 7898 Ext. 5340 Ext. 5787
Library (Patients’ Library) Second Floor, Room 2A-237	Provides books, videos, e-readers and Internet resources on health. Reading aids are also available. Monday – Friday: 8:00 AM - 4:00 PM	(813) 972-2000 Ext. 6571
Lost & Found Room 2A-215K	Located at Voluntary Service, 2 nd floor near the auditorium.	(813) 972-7533
Mental Health Clinic 10770 North 46 th St.	Provides consultation, evaluation, and treatment for a variety of issues that can impact emotional well-being.	(813) 631-7100
My HealtheVet Local Coordinator www.myhealth.va.gov	Assists with registration of your health information and answer questions about the online program that allows Veterans to take an active role in their health care. Monday – Friday: 7:30 AM - 4:00 PM	(813) 972-2000 Ext. 4107
OEF/OIF/OND Clinic Building 68	Information about VA benefits and priority health care for returning combat Veterans.	(813) 972-2000 Ext. 3858 Ext. 5443
Patient Advocate (Patient Representative) 2 nd Floor, Rooms 2A-243, 2A-245 and 2A-246	Helps you resolve concerns with your care or any other issues with your visit, if your concern or issue could not be resolved at a lower level. Calls: Monday – Friday: 8:00 AM - 4:30 PM Walk-in Hours: Monday – Friday: 8:00 AM - 4:00 PM	(813) 978-5856 (813) 972-2000 Ext. 5856 Ext. 5757 (888) 716-7787 Ext. 5856 Ext. 5757
Pharmacy (Outpatient) 12210 Bruce B. Downs Blvd.	Lobby Hours: Monday – Friday: 8:00 AM - 7:00 PM Weekends & Holidays: 8:00 AM - 4:00 PM Drive Thru Hours: Monday – Friday: 8:00 AM - 7:30 PM Weekends & Holidays: 8:00 AM - 5:30 PM Questions about Renewals: You can also request refills online at www.myhealth.va.gov	(813) 972-2000 Ext. 6422 Ext. 6423 Ext. 7829 Ext. 6767 Automated Refill Line: (813) 903-4885 (888) 281-5463 Pharmacy Technician: (813) 972-7630 After hours, weekends, holidays: (877) 741-3400

(VA) Police First Floor, 1A-147	Provides protection for patients, visitors, employees and more. Open 24 hours a day, 7 days a week	(813) 972-2000 Ext. 7554
Prosthetics & Sensory Aids	Monday – Friday: 8:00 AM - 4:30 PM	(813) 972-7508
Primary Care Clinics	Monday – Friday: 8:00 AM - 4:30 PM Alpha Team Ext. 7099 Bravo Team Ext. 7785 Charlie Team Ext. 4350 Delta Team Ext. 6743 Foxtrot Team Ext. 4281 Golf Team Ext. 7708 Internal Medicine Clinic..... Ext. 7627 Post Deployment Team..... Ext. 5330 Geriatrics..... Ext. 7166 Diabetes..... Ext. 6221 Women’s Clinic (T62)..... Ext. 3678	(813) 972-2000
Release of Information (ROI) Ground Floor Room GA-027B	Helps you obtain medical records from other facilities and send information to third-parties (e.g. insurance companies, employers, etc.) Monday – Friday: 7:30 AM - 4:00 PM	(813) 972-2000 Ext. 6140 (888) 716-7787 Ext. 6140
Respite Program	Provides up to two, 13-day respite visits per year, approximately 6 months apart, for eligible Veterans.	(813) 972-2000 Ext. 7169 Ext. 7258
Spinal Cord Injury		(813) 972-2000 Ext. 2200
Social Work Service	Helps with Advance Directives. Can arrange for home care and obtaining community resources, based on eligibility. Monday – Friday: 8:00 AM - 4:30 PM	(813) 972-2000 Ext. 7534
Speech Pathology Room 2A-233	Evaluation and treatment of speech/language problems.	(813) 903-2473
Travel First Floor, Near C Wing Located by Special Clinics	To speak with a representative about travel reimbursement or special travel mode (wheel chair, stretcher or legally blind) services.	(813) 972-2000 Ext. 6208
Vet Center 3637 W. Waters Ave Suite 600	Provides professional readjustment counseling and vocational and employment assistance to qualified Veterans (ie. War Zone Veterans). Monday – Friday: 8:00 AM - 4:30 PM	(813) 228-2621

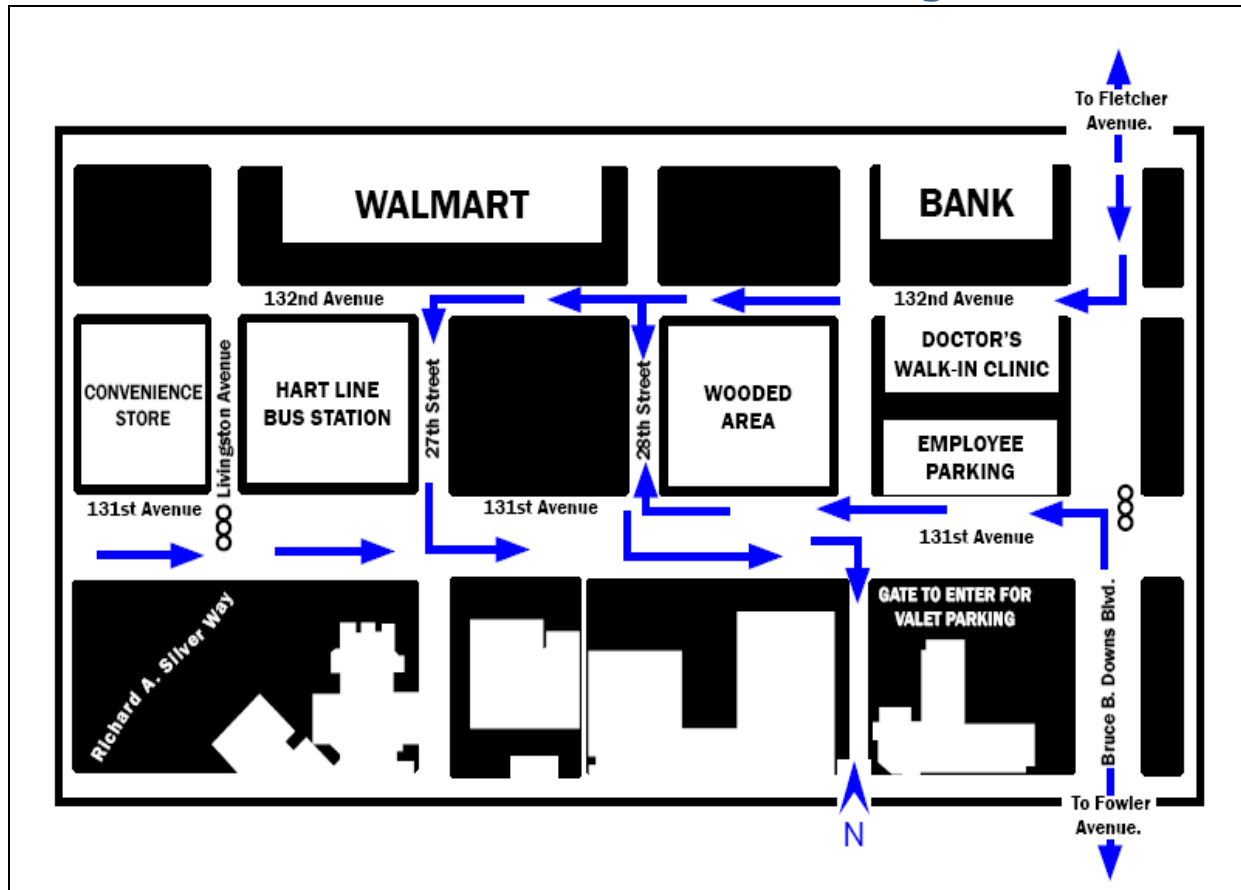
Veterans' Benefits Services Florida Department of Veterans' Affairs Building 19	Provides counselors to help you with VA benefits such as government life insurance, home loans, and both service-connected and non-service connected benefits. Monday – Friday: 8: 00 AM - 4:00 PM Walk-In hours: 10:00 AM - 4:00 PM	(813) 972-2000 Ext. 6589 (800) 827-1000
Vocational Rehabilitation Ground Floor, Room GA-004C	Helps you if you are out of work, need to change jobs, unsure about your ability to work, or need job training.	(813) 972-2000 Ext. 7621
Voluntary Services Second Floor, Room 2A-15K	Sponsors many services and programs such as the parking lot shuttle service. Monday – Friday: 7:30 AM - 4:00 PM	(813) 972-2000 Ext. 7533 (800) 827-1000
Women Veterans Hotline	Provides support and education to women Veterans about eligibility, benefits, health care, and other services and resources. Monday – Friday: 8:00 AM - 10:00 PM Saturday: 8:00 AM - 6:30 PM	1 (855) 829-6636

Useful Websites

James A. Haley Veterans' Hospital Tampa, FL	http://www.tampa.va.gov/
VISN 8 VA Sunshine Healthcare Network	http://www.vba.va.gov/ro/south/spete/
VA Regional Office St. Petersburg, FL	http://www.visn8.va.gov/
VA Polytrauma System of Care	http://www.polytrauma.va.gov/
E-Benefits Portal Site	https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal
Enrollment/Eligibility	http://www.va.gov/healtheligibility
Women Veterans	http://www.va.gov/womenvet/
OEF/OIF	http://www.oefoif.va.gov
Purchased Care (Fee)	http://www.nonvacare.va.gov
CHAMPVA	http://www.va.gov/hac
Beneficiary Travel	http://www.va.gov/healtheligibility/library/faqs/benetravelfaq.asp http://www.va.gov/healtheligibility/coveredservices http://www1.va.gov/CBO/brochures.asp
Copays	http://www4.va.gov/healtheligibility/library/pubs/healthinscopays/
Insurance	http://www.prosthetics.va.gov
Prosthetics	http://www.tricare.mil
TRICARE	http://www.health.mil http://www.tricare.mil/tma/mmso
MOVE! Program (for weight management)	www.move.va.gov

VA Facility Maps

Traffic Pattern for Valet Parking



Enter the Valet Gate from 131st Avenue. You may only enter the Gate making a right turn. For greater efficiency, both lanes will be used for entering traffic from 5-9 am. After 9 am, lanes will change back to one lane entering and one lane exiting.

**You will not be able to enter the Valet Gate by making a left turn off 131st Avenue.
If you have questions or comments, please call (813) 972-7554.**

Outpatient Pharmacy Map



Outpatient Offsite Pharmacy

The off-site pharmacy is located at 12210 Bruce B. Downs Blvd – one block south of the hospital. Please see map below for directions.



Coming in 2014 – Offsite Primary Care Annex



The Primary Care Annex is currently under construction. It is located on E. Fletcher Avenue and I-75 in Tampa, about 4 miles from James A. Haley Veterans' Hospital.

Most Primary Care teams will be moving to the new location, **except:**

- Specialty Clinics
- OEF/OIF/OND
- Internal Medicine
- Homeless PACT

Services that will be provided in the new Primary Care Annex include:

- Primary Care Clinics
- Women's Health Care
- Dental
- Laboratory
- Radiology
- Pain Clinic
- Patient Education Resource Center

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James A. Haley Veterans' Hospital Patient / Visitors Map



BUILDING & PARKING COLOR KEY

Parking Garage	Parking Areas	Patient Oriented Buildings	Administration Buildings	Under Construction
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Building Numbers and Names

1 Main Hospital
19 State Veterans Affairs
30 Community Living Center
32 Radiation Therapy Unit
36 Pre-Op Breast Care
38 Spinal Cord Injury Center

41 HR (Finger Printing rm 104)
42 Police ID (rm 119)
53 Fisher House
56 Pet Scan
68 Physical Medicine Rehab
DELTA Team

T58 Champ VA
T59 Women Health Center Annex
T61 Veterans' Benefits
T62 Women Health Center Annex
T67 Compensation & Pension

T72 Geriatrics
T77 Medical Services
T80 Alpha Clinic
T81 Bravo Clinic
T82 Patient Education
T83 Fox Trot Clinic



Shuttle Busses

Main Shuttle Bus Hours
6:30 a.m. - 9:00 p.m.

Express Shuttle Bus Hours
6:30 a.m. - 9:00 a.m. and
3:00 p.m. - 5:00 p.m.

Off-Site Shuttle Bus Hours
7:00 a.m. - 5:00 p.m.
Approximately 1 hour round trip

- Pharmacy
- Dermatology Clinic
- Eye Clinic
- Comp & Pension
- Audiology
- Physical Therapy

MAP LEGEND

24 Hour Entrance	Shuttle Bus Stop	NO PARKING
Emergency Entrance	Valet Parking Entry from 131st Avenue only	Designated Smoking Area
Handicap Parking Area	Golf Cart Shuttle	Needle Dispenser